



# Waco Kwikform Ltd

## Privacy Policy & Procedure

Waco Kwikform Ltd  
(A.B.N. 48 002 835 396)  
Head Office  
12 Pike Street  
RYDALMERE NSW 2116  
Tel. (02) 9684 8888  
Fax. (02) 9898 0946

### POLICY STATEMENT

Waco Kwikform Limited ACN 002 835 396 ("the Company") is a major supplier of scaffolding and allied products. At the cornerstone of our success is our ambition to provide benchmark service and respect to our customers.

The Company respects the privacy of individuals and is bound by the Privacy Act 1988 (Cth), which requires the Company to comply with National Privacy Principles. These principles set out the required standards in relation to the collection, use, storage and disclosure of all personal information that is collected by the Company in the conduct of its business. The Company will take all reasonable steps to protect the privacy of the personal information that it collects, uses and discloses.

The following policy outlines our commitment to protecting and maintaining the privacy of our customers' personal and financial information.

### SCOPE

This policy applies to all employees of the Company. The Company also requires all Contractors and Suppliers to sign Confidentiality Agreements to ensure strict privacy compliance.

### GUIDELINES

#### Collecting personal information

The information the Company collect is only relevant to our business relationship with you. The information collected varies depending on the purpose and may include your name, address, contact details, credit and financial information and information about your use of our products and services.

The information will only be collected:

- (a) From you when you provide it by phone, letter, electronic form or in documents such as an order to credit application;
- (b) From our own records on how (hire or sale) and where you use our products;
- (c) From our transactions with you such as payment history, account activity and information we receive from credit bureaus.

The Company will only collect information which is required to deliver service to you. This includes advising customers about our products, services and other opportunities and to administer our business.

In accordance with National Privacy Policy Regulations, the Company will ensure that any personal information gathered will be sent directly to the Company's National Credit Department.

You are not required by law to disclose any information and there will be no consequence of not supplying all details.

#### Using personal Information

Your personal information will only be used to:

- (a) Provide you with information such as a quote, respond to an enquiry by you or to arrange the delivery of the products or services you require;
- (b) Administer and manage hire or sale transactions – including charging, billing and collecting debts;
- (c) Meet legal or regulatory requirements; and
- (d) Supply you with information relevant to our business, products and services.



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### Information disclosure

In common with many organisations we obtain some routine services from external service providers and your information may be provided to them on a confidential basis. These disclosures to third parties may be for:

- (a) Customer enquiries and database maintenance;
- (b) Mailing systems;
- (c) Billing and debt recovery systems;
- (d) Information technology services
- (e) Marketing, telemarketing services
- (f) Market research and
- (g) Submission of major tender packages

Your details may also be disclosed to credit reporting agencies, reference agencies, insurance investigators, fraud checking facilities and our professional advisers, including accountants, auditors and lawyers.

All other information disclosures will be internal so that your requirements can be managed through a series of departments, eg sales, construction, manufacturing and accounts.

Under no circumstances will the Company sell or distribute customer information without the written consent of the person to whom it relates.

### Application for employment

For individuals outside of the Company who apply for a vacancy, the personal information provided will only be used for the purpose of the recruitment process. Any covering letters, resumes and application forms provided will be securely stored and only accessed by the relevant manager and the directors of the Company.

For unsuccessful candidates, the personal information will either be destroyed immediately or securely stored for a period of up to three months. During that time, it will not be used for any other purpose than recruitment.

### Your information is secure

Only authorised Company personnel have access to your details through our customer management systems. Your information is treated with respect and only accessed when necessary.

The Company will endeavour to keep personal records up to date, correct and complete. We encourage you to contact us with corrections or edits. You can access this information any time (subject to some exceptions allowed by law, we will give you reasons if we deny access) by contacting the relevant manager or a director of the Company at 12 Pike Street, Rydalmere NSW 2116 or by phoning 9684 8888 or at email [headoffice@wacokwikform.com.au](mailto:headoffice@wacokwikform.com.au)

### If you have any complaints

The Company is committed to protecting the privacy of our customers, and our policies and procedures have been developed with this intent. However some times human errors do occur. If you think that we have not lived up to our commitment, please contact us by email [headoffice@wacokwikform.com.au](mailto:headoffice@wacokwikform.com.au) or phone the relevant manager or a director of the Company on 9684 8888. We will respond to any complaint within two working days. All other complaints should be directed to the Privacy Commissioner on [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au) or by telephone on 1300 363 992.

Rod Mill  
Managing Director

25 May 2011